



Google Cloud  
Innovators

 **DORA**  
DEVOPS RESEARCH & ASSESSMENT

# DevOps Success:

Learn from the Winners of the Inaugural  
Google Cloud DevOps Awards



## Introduction

[Google Cloud DevOps](#) awards recognize organizations that are leaders in advancing DevOps with [DORA research](#). The winners demonstrate how implementing DevOps practices can drive superior results and elite performance while delivering the best user and customer experiences.

All the organizations recognized showed success in each of three categories:

- **Creative solution** - overcoming challenges with innovation
- **Technical excellence** - delivering significant and quantifiable excellence
- **Success + impact** - benefitting the organization, users, customers, and the world

A panel of DORA researchers chose the winners with input from customer teams. They judged the applications on completeness, demonstrable success from the Google Cloud project, and key metrics.

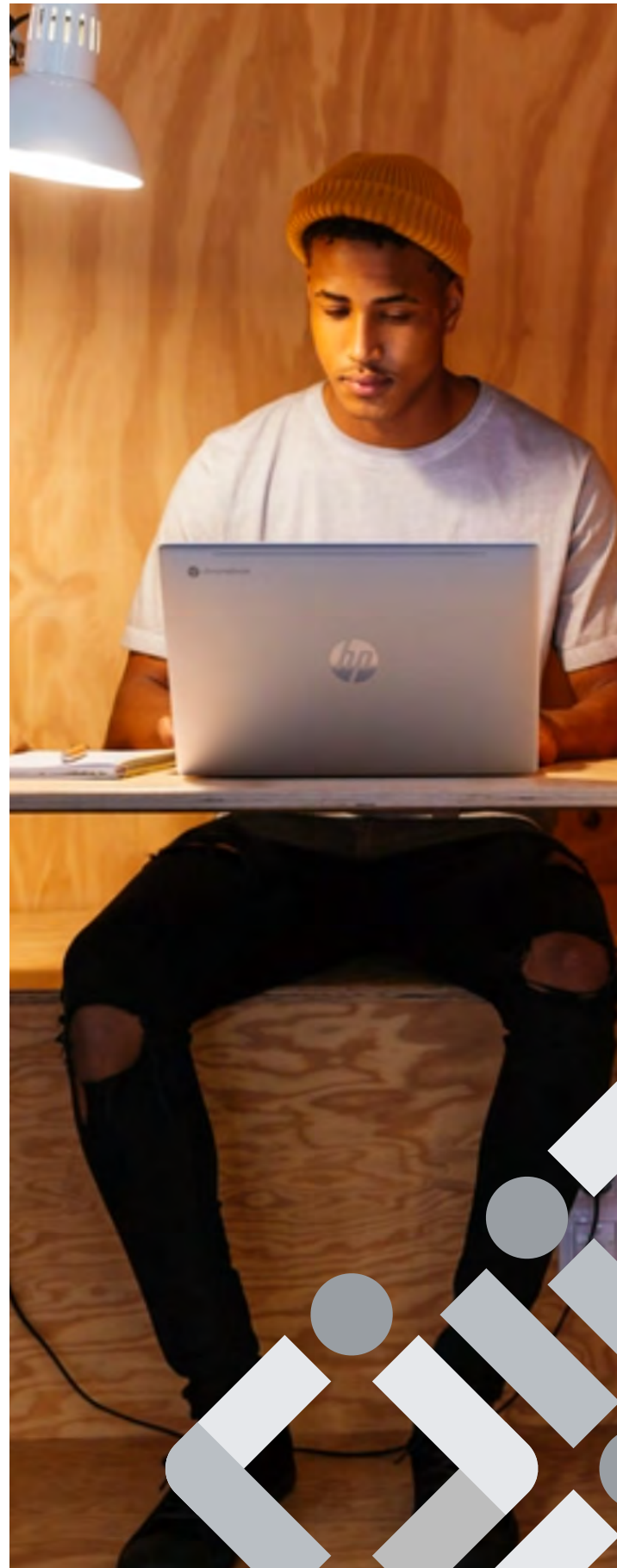
## About DORA and the Google Cloud DevOps Awards

The DevOps Research and Assessment (DORA) initiative at Google Cloud brings together eight years of research and input from more than 32,000 technology professionals worldwide.

This effort uses rigorous statistical techniques to study the capabilities and best practices that contribute to optimal software delivery and related organizational and operational performance. Data-driven analysis identifies the most effective and efficient ways to develop and operationalize technology. Through cluster analysis, participants are grouped into cohorts of low, medium, high, and elite performance.

The DORA process offers organizations the opportunity to assess and benchmark their current state against industry norms within these categories. Predictive analysis then helps teams pinpoint the data-backed actions they can take to have the biggest impact on their performance and drive advancement in their relative standing.

Teams approach the DORA process with a continuous improvement mindset. By applying the lessons learned, the Google Cloud customers that use this framework typically achieve superior outcomes.





## For the first year, the Google Cloud DevOps Awards celebrates customers who centered key DevOps practices and demonstrated powerful business impact.

The awards recognize excellence in 10 dimensions that are fundamental to DevOps success including speed, stability, resilience, and more.

The 2021 winners and honorees represent a range of industries – from financial services to retailing. The following case studies detail the transformational initiatives undertaken by the 10 global winners and three organizations recognized with honorable mentions.



### **Optimizing for speed without sacrificing stability**

This award recognizes one customer that was able to deliver software with more speed and better stability to quickly meet end-user needs.

### **Embracing tools to improve remote productivity**

This award recognizes one customer that saw outstanding success by implementing easy-to-use tools to improve engineer productivity.

### **Mastering effective disaster recovery**

This award recognizes one customer that has designed a robust, well-tested disaster recovery (DR) plan to protect business operations.

### **Leveraging loosely-coupled architecture**

This award recognizes one customer that successfully transitioned from a tightly coupled architecture to service-oriented and microservice architectures.

### **Unleashing the full power of the cloud**

This award recognizes one customer that is leveraging all five capabilities of cloud computing to improve software delivery and organizational performance: on demand self-service, Broad network access Resource pooling, Rapid elasticity, Measured service.

### **Most improved documentation quality**

This award recognizes one customer that has successfully integrated DevOps into their workflow using Google Cloud tools.

### **Reducing burnout during Covid-19**

This award recognizes one customer that implemented effective processes to improve work/life balance, foster a healthy DevOps culture, and ultimately prevent burnout.

### **Utilizing IT operations to drive business decisions**

This award recognizes one customer that employed DevOps best practices to break down silos between development and operations teams.

### **Driving inclusion and diversity in DevOps**

This award recognizes one customer that: Prioritizes diversity and inclusion initiatives for their organization to transform and strengthen their business. -or- Creates unique solutions to help build a more diverse, inclusive, and accessible workplace for your customer, leading to higher levels of engagement, productivity, and innovation.

### **Accelerating DevOps with DORA**

This award recognizes one customer that has successfully integrated DORA practices and guidance into their workflow using Google Cloud tools.



## Winner

# Optimizing for speed without sacrificing stability

Recognizes the ability to deliver software with more speed and better stability to quickly meet end-user needs

## About

[Virgin Media O2](#) is a British provider of telephone, television, and internet services with 48 million connections across the United Kingdom and 18,000 staff. Its mobile network covers 99 percent of the population.

## Challenges

Virgin Media O2 emerged from the 2021 merger of cable operator Virgin Media and Telefónica's wireless company. This created a new integrated telecoms competitor in Britain and ignited a digital transformation that puts the customer at the center of every decision.

Embarking on this drive, the company realized its technology stack and ways of working impeded its efforts to accelerate innovation in converged network services and customer experience.

Some of the challenges it sought to address were:

- Complexity and fragmentation of its systems
- Untapped potential of data
- Inefficiencies like manual processes
- Long development cycle and lead times

## Objectives

Against this backdrop, Virgin Media set out to shorten its time to market, improve the productivity of its engineering and data teams, and strengthen the resilience of its systems. The company targeted change in how its people collaborate and in its computing infrastructure.

Among the key objectives were:

- Eliminate a mosaic of niche tools
- Unlock the power of its data
- Modernize data storage and computing architecture

The biggest enabler was adopting a cloud-first approach using a hybrid public-private cloud structure. The team realized that simplicity and reusability were crucial to improve efficiency and avoid repeating its old problems.

## Solution

Virgin Media implemented its new cloud architecture using Google Cloud with a dedicated engineering team focused on accelerating the adoption and embracing best practices. Within six months, Virgin Media built and deployed three high-value, carefully orchestrated, 24/7 systems using open-source tooling and core Google Cloud services.

This core stack is highly reusable and has enabled the company to build new services with more features and enhancements, rather than rebuilding from scratch.

For its data operations, Virgin Media:

- Migrated its data storage to Google's [BigQuery](#), Google's serverless multicloud data warehouse
- Adopted [Google Cloud Composer](#) and [Dataflow](#) for workflow orchestration and analytics
- Implemented Google's [Vertex AI](#) as the development environment for its machine-learning prediction models
- Moved to Google [Cloud Run](#) serverless compute platform with automated scaling of containers

On this foundation, Virgin Media built a new pricing engine in four months. The team used Google Cloud's managed services such as Cloud Run, [Firestore](#) database, and [Google Cloud Armor](#) network security.

The pricing engine made it easy for customers to change their packages. They can now choose any combination of products and services flexibly and online. Virgin Media's pricing engine is a major innovation for an industry built on service bundles. This data product also allows the company to run pricing experiments.

Virgin Media also used Google Cloud APIs for automated routing of calls to its call center. This enabled the company to tailor the solution to its needs and save money on third-party tools.

## Results

Virgin Media's modernization initiative has brought positive results for customers, the business, and staff. The company has radically shortened its development and deployment times by eliminating complexity, encouraging releases that are smaller and more frequent, and using managed Google Cloud services. The serverless system easily scales to handle traffic spikes, increasing resilience.

Some of the key results include:

- Lead time for deployments has gone from four to six months to less than **60 minutes**.
- Data queries that previously could take up to 17 hours now run in **seconds or minutes**.
- Instead of manual test and deployment lasting up to **two months**, features are deployed **multiple times a day**.
- Stability has improved with **99.9 percent** achievement of production SLAs running on Google Cloud due to automated testing.

"This has completely transformed how the organization thinks and works. It will unlock so much potential for years to come," Virgin Media notes.

The new pricing engine has enabled the company and its customers to tailor product selection and adjust pricing quickly. The tool uses customer data to make recommendations. This has contributed to higher revenue per order, and customer satisfaction is up too. Automated call routing has enhanced interactions between customers and agents. This is reducing repeat calls, cutting costs, eliminating manual processes, and increasing lifetime customer value.

The changes have increased job satisfaction and morale as well. "We're seeing a huge uplift in our team's happiness, having the modern tooling to do their job effectively. Our analysts are able to solve problems faster, meaning they're far more productive and have far more focus, flow, and joy in their days," the team says.



This has completely transformed how the organization thinks and works. It has unlocked so much potential for years to come."

-Virgin Media

## Working with Google

Virgin Media says strong support from the Google Cloud teams contributed to its success, especially noting opportunities to consult Google product teams. Virgin Media appreciated insights into how the Google product roadmaps were evolving so it could align its plans.

To learn more about Virgin Media's successful project, [check out this video](#).





## Winner

# Embracing tools to improve remote productivity

Recognizes outstanding success by implementing easy-to-use tools to improve engineer productivity

## About

[Lowe's Companies, Inc.](#) is a FORTUNE® 50 home improvement company serving approximately 19 million customer transactions a week in the United States and Canada. With fiscal year 2021 sales of over \$96 billion, Lowe's and its related businesses operate or service nearly 2,200 home improvement and hardware stores and employ over 300,000 associates. Based in Mooresville, N.C., Lowe's supports the communities it serves through programs focused on creating safe, affordable housing and helping to develop the next generation of skilled trade experts.

## Challenges

Starting in 2018, Lowe's began its business transformation by focusing on retail fundamentals. Within this framework, technology modernization has been a key element. Some of the company's challenges were working with a traditional monolith infrastructure and overly complex, laborious IT processes. To underpin this transformation, Lowe's started moving from on-premises to cloud computing on Google Cloud in early 2019.

During the global pandemic that hit in March 2020, consumers stuck at home turned their attention to home improvement projects en masse. Store and website traffic surged, and this presented an imminent need to enhance the overall experience of its online channels, improve reliability, and accelerate time to market.

This situation also added urgency for addressing manual steps in its CI/CD workflows, extended development cycles, and concerns about system resilience to change.

## Objectives

Lowe's broader strategy sought to improve customer experience online and offline, increase agility, and achieve greater operational efficiencies. Technology modernization was a key enabler to execute this strategy, and the team realized it needed to accelerate its cloud transition timeline.

The Lowe's team set out to:

- Increase automation
- Maximize software release velocity while ensuring site reliability
- Achieve closer alignment among product, site reliability engineering, and development teams

Lowe's understood that cultural change would be necessary too. The most complex aspect was aligning multiple cross-functional teams, including ones responsible for more than 30 domains and 200 services, IT service management, performance, and security engineering.

## Solution

The retailer leveraged Google's [site reliability engineering](#) (SRE) framework and Google Cloud to become more efficient and effective. As part of this transformation, Lowe's transitioned from its legacy architecture to an architecture that takes full advantage of Google's SRE framework and Cloud Platform.

The urgency to meet increased online business traffic during the pandemic demonstrated the need to advance more quickly.

This had four primary drivers:

- **Automation.** The goal was to eliminate repetitive manual work and free engineers to focus on activities that drive business results and shape customer experiences.
- **Alignment.** This was a key strategy to increase release velocity while maintaining reliability. By embedding site reliability engineers (SREs) in domain and product teams, the company ensures that from the start of product development stakeholders are in alignment with initiatives to improve reliability, performance, scalability, and velocity. To achieve seamless collaboration, SREs iteratively lay out the stability plan and surface it into the product teams' quarterly roadmap.
- **One-touch releases.** Removing manual steps and validations sped up release velocity. Once the product team decides to release the feature, SREs do the pre-release reliability validation and a PR merge triggers an automated continuous pipeline that deploys the changes securely. This hit the right balance between speed and stability.
- **Capacity planning.** To anticipate traffic surges, SREs give priority to capacity planning and constantly monitor performance for service stability and reliability.

## Results

Despite working remotely, a Lowe's team of **15 engineers implemented the solution in six months.** It currently supports more than 250 concurrent deployments, which is expected to grow to more than 350.

Greater alignment and teamwork has supported the continuation of a hybrid work model that includes some staff fully working in office, some who split their time, and others who work from home. These are based on operational needs and enable Lowe's to attract top talent in a competitive market.

Since its transformation, Lowe's has seen striking improvements in speed and efficiency. Release velocity has increased 300 percent, from one release every two weeks to more than 20 per day. From just over 30 releases per year, the team has handled more than 4,500 a year since moving to Google Cloud.

**Code delivery time has dropped from four hours to less than 30 minutes.** The one-touch release process means that eight engineers are no longer needed for pre-release checks. All that's needed is approval of the pull request.

The solution has also enabled Lowe's to **reduce its mean time to recover (MTTR) from an incident by 12 percent**, with no negative impact on site availability and reliability.

Release velocity has increased 300 percent, from one release every two weeks to more than 20 per day.

## Working with Google

Since the start of its cloud transformation, Lowe's has met biweekly with their Google [technical account management](#) (TAM) team. These sessions are used to discuss open issues, blockers, and SREs best practices, as well as to exchange technical expertise on Google products.

To learn more about Lowe's successful project, [check out this video](#).





# kakaomobility

## Winner

# Mastering effective disaster recovery

Recognizes design of a robust, well-tested disaster recovery plan to protect business operations

## About

[Kakao Mobility](#), a subsidiary of South Korea's Kakao Corp, operates Kakao T, the country's most popular taxi-hailing service with more than 30 million users. It has pioneered mobility as a service (MaaS) in the country, offering turn-by-turn navigation and moving into autonomous driving services and indoor mapping technology among other applications.

## Challenges

Kakao relied on an on-premises cloud system to process its computing workload. The majority of South Korea's population of 50 million uses Kakao T and other Kakao applications to get where they are going, so service reliability is critical.

Organic growth and usage patterns regularly result in traffic spikes such as at rush hour or around holidays. The company's APIs also experience unpredictable bursts of calls.

When this happened, Kakao's engineers struggled to acquire additional computing resources quickly from the on-premises cloud. They needed to acquire more physical or virtual machines to expand infrastructure capacity. These efforts were unsuccessful sometimes. The team then had to manipulate the system to try and reduce the computing workload, seeking to avoid negative impact on users.

When outages did occur, recovery was slower than Kakao wanted, including on weekends when the IT department was not staffed. Kakao also recognized that reduced service availability and responsiveness disappointed customers and resulted in lost revenue opportunities. Moreover, these issues highlighted that Kakao Mobility needed additional infrastructure to prepare for disaster recovery.

## Objectives

Kakao targeted 100 percent SLA (service level agreement) compliance for service delivery to consumers and for response to API requests from internal and external customers. This required building a fault-tolerant and resilient system.

The company also set out to increase its computing capacity in an elastic and cost-efficient way, so that it could easily scale to meet demand surges. At the same time, it wanted to put a disaster recovery plan in place.

These goals were closely intertwined. Kakao wanted to build a system that could autoscale to match traffic. This would also provide redundancy and system resilience, so it could recover automatically from any failure.

Lastly, Kakao sought to have the capability to customize service quality by product and customer since their SLAs varied.



## Solution

In a six-month project, Kakao built a multi-cloud environment comprising Google Cloud and its on-premises cloud. [Google Kubernetes Engine \(GKE\)](#), a managed environment for deploying and scaling containerized applications, automates response to traffic bursts in Google Cloud.

More capacity is in place, and the new architecture runs the two cloud resources simultaneously. The solutions both handle incoming requests, making data sharing and orchestrating CI/CD (continuous integration/continuous deployment) complex.

The API gateway splits the workload between Kakao's on-premises cloud and Google Cloud and balances it. Infrastructure as code tools manage deployment and infrastructure configuration.

Provisioning of computing resources is faster with the addition of Google Cloud. Nodes are ready, within 10 to 30 seconds, which enables seamless response to traffic bursts. "This ensures our business agility as well as scalability without critical issues," notes Chief Technology Officer Sean You.

Redundancy between on-premises data centers and Google Cloud clusters underlies a more resilient system. Kakao built the Google Cloud environment so that it can handle all traffic even if its on-premises cloud is down, offering disaster-recovery capability.

"Our services are so critical to our users, we put relentless effort to achieve zero downtime. Therefore our DevOps team mainly focuses on improving the detectability of the system failures and designing resilient systems that can recover automatically," You explains.

## Results

Adoption of Google Cloud has dramatically improved Kakao's service scalability and stability. Traffic increases

and spikes no longer require securing additional resources because Google Cloud is available on demand. The routing API service is crucial to the delivery of all services, and the system has handled a sharp increase in workload.

In one traffic spike after the move to the new system, incoming demand increased to about four times the previous peak. Additional resources were needed. The Kakao team re-balanced traffic so Google Cloud processed a large portion of the on-premises traffic. GKE orchestrated the increase in computing resources, and the only intervention required was to adjust a setting. The move has also reduced the burden of deployment and operation on the development team.

"We were able to handle those requests by expanding the workload within minutes. Without Google Cloud, we may not have been able to handle those requests in time. This was a real use case that proved our multi-cloud strategy can provide a more reliable and fault-tolerant system," You says.

Kakao is considering an auto scaling configuration that can guarantee service quality for each application that uses its routing API. The company expects that would enable it to customize SLA performance by service.



**Our services are so critical to our users, we put relentless effort to achieve zero downtime."**

-Sean You, Kakao Mobility's Chief Technology Officer

## Working with Google

Kakao initiated the project with a small team and drew on additional support from the Google Cloud team including technical account managers. Participants met weekly and achieved strong collaboration. Kakao migrated to its new architecture with zero service downtime.

To learn more about Kakao Mobility's successful project, [check out this video](#).





Google Cloud



Winner

## Leveraging loosely-coupled architecture

Recognizes successful transition from tightly coupled architecture to service-oriented and microservice architectures

### About

[BT Group Plc](#) is the largest provider of fixed-line, broadband and mobile telecommunications services in the UK. The company also offers subscription television and IT services.

### Challenges

Serving customers of all sizes across the United Kingdom and in 180 other countries requires BT to be nimble and efficient in a technologically complex environment. The company had a large legacy footprint of on-premises data infrastructure—one of the largest physical data stores in the UK— which presented a barrier to agility.

The challenges included:

- High costs for on-premises data estate
- Manual workflows that slowed responsiveness
- Inefficiencies and difficulties maximizing the value of its data
- Cumbersome deployment processes

The challenges reduced efficiency in providing data access to new users, slowed the initiation of new managed projects, made deployment more difficult, and decreased service reliability

### Objectives

BT wanted to develop a low-cost, rapid, and flexible computing environment, and it recognized that service-oriented, cloud-based architecture was the best way to achieve this aim. A new data platform built on Google Cloud was an important part of this vision.

The specific goals of BT's efforts were:

- Automated, frequent deployments
- Real-time responsiveness to user requests
- Reduced cost structure
- Elimination of manual processes
- Logical data storage with greater discoverability

In this transformation, some 50 teams across BT would transition to Google Cloud. To achieve BT's goals, the team needed to create a seamless method of managing user requests submitted through its portal, onboarding new users, and abstracting common deployments to enable automated, repeatable workflows.

**BT's Cloud Data Hub team achieved end-to-end automation of its project factory in five months and can set up as many as 420 managed projects.**

## Solution

BT's Cloud Data Hub squad put in place key pillars for the next-generation data platform built on Google Cloud.

Among the main components were:

- **Project factory.** The BT team designed a fully automated, event-driven project initiation process that supports the company's large-scale adoption of Google Cloud. The factory automates the response to user requests through the team's portal, and it uses serverless architecture and container-based pipeline orchestration. BT took advantage of Google Cloud products such as [Cloud Functions](#) to build and connect event-driven services, [Pub/Sub](#) for messaging between applications, and [Cloud Scheduler](#) to automate tasks.
- **Abstraction framework.** The team developed an abstraction to facilitate specific cloud deployments. The resulting template offers high reusability and efficiency but still allows for customization to user requirements such as for policies and permissions.
- **Data storage.** Rather than use on-premises data storage, BT built a [Big Query](#) multi-cloud data warehouse, where previously fragmented information is logically organized. BT data scientists can now discover and make use of more data. In turn, this has led to more robust machine-learning models as well as [MLOps](#), automated continuous training of models, and deployment of model refinements using Google Cloud's [Vertex AI Pipelines](#).

The larger context for these changes was BT's shift away from monolithic architecture, which has improved flexibility, extensibility, and scalability. BT knew that moving to the cloud and [loosely coupled architecture](#) would improve resilience, decrease technical debt, and support automation. Loose coupling enables developers to reuse implementations and avoid custom integrations.

Components work independently without close orchestration. This lean architecture is the hallmark of modern computing trends such as microservices, containers, and APIs.

## Results

BT's adoption of Google Cloud and loosely coupled architecture has had a profoundly positive impact. Speed, responsiveness, and agility have advanced significantly. The company's cloud solution removes manual work, streamlines project creation, and automates deployment.

Focused on serverless technology, BT is moving toward a fully automated NoOps microservices stack. The Cloud Data Hub team achieved end-to-end automation of its project factory in five months and can set up as many as 420 managed projects. **The team can respond to user requests in real time and create projects on demand. Previously, this took at least seven days.** Deployments are no longer stressful, large quarterly releases. Instead, high-frequency, small changes are the norm. This has improved service reliability and stability.

Microservices architecture has enabled the company to migrate its on-premises data warehouses to Google Cloud. Managed pipelines ingest data for putting machine learning into production, a first step toward real-time analytics.

A web application for managing services for 3,000 DevOps engineers has cut wait times for both engineers and business users and increased efficiency. New users gain access to data warehouses in hours with an automated approvals process compared to a month or more in the past. **The time required to allocate resources for networked computing has dropped by 200 percent. The internal survey (similar to NPS) for users of the service portal exceeds 70 percent satisfaction rating.**

## Working with Google

Google's [Professional Services Organization](#), which provides technical expertise and guidance to customers on cloud implementation, supported BT's initiative. For example, PSO connected BT with Google specialists who gave advice on how to centrally manage project creation and shared code from a similar implementation.

To learn more about BT Group's successful project, [check out this video](#).







## Winner

# Unleashing the full power of the cloud

Recognizes leveraging all five capabilities of cloud computing to improve software delivery and organizational performance

## About

[WP Engine](#) is a leading platform for hosting WordPress websites and applications. It powers more than 1.5 million sites across 150 countries. The company has been certified as a “Great Place to Work” at all its global locations in recognition of its people-first workplace culture.

## Challenge

WP Engine’s engineering shared services group serves internal customers on about 40 application engineering teams that run some 100 services. The group saw how gaps and inconsistencies among the application teams caused inefficiencies.

For example, overlapping solutions were in place to solve the same problem. The company worked with multiple cloud vendors and suffered from fragmentation of tools and processes across its application development teams. WP Engine’s fragmentation extended to monitoring dashboards, which made it difficult to get a unified view of its operations in real time. This impaired productivity and meant that best practices were not universally applied.

## Objectives

WP Engine sought to modernize its infrastructure and standardize its DevOps practices. The support team wanted to provide the foundation for high-velocity, reliable product development, release, and management among its various application teams. The company aimed to consolidate its cloud operations to reduce fragmentation, build reusable patterns to embed best practices, and instill flexibility in its systems to improve its ability to scale.

Achieving these outcomes would enable WP Engine to gain better visibility into its infrastructure costs by application and improve its readiness to grow with rising traffic in services. These steps also opened avenues to stronger security, incident response, and system availability.

## Solution

WP Engine addressed fragmentation by unifying its cloud operations in Google Cloud. On top of Google Cloud, WP Engine’s internal engineering shared service’s group developed an internal software delivery platform called Catalyst. It brings together the tools and streamlines the processes for building, delivering, deploying, and operating the company’s applications.

Catalyst provides application teams with a single consistent solution. The software delivery system uses Google’s [Anthos](#), a managed platform for application deployment that works in both on-premises and cloud-native environments. The move enabled WP Engine to use infrastructure-as-code to automate the provisioning of computing resources. This ensures consistent configuration management.

In a further step toward standardization and modernization across teams, the project also introduced a common approach for observability, monitoring, and traffic management. The Anthos service mesh simplified and automated enforcement of security and policies across environments.

WP Engine offers on-demand self-service for adding applications to the Catalyst platform, pooling shared computing clusters, autoscaling clusters, and having shared network ingress.

The platform's most important feature is providing infrastructure for continuous integration/continuous deployment (CI/CD) of new software. Its capabilities include configuration, infrastructure building, deployment, runtime infrastructure, authentication management, and integration with multiple observability tools.

## Results

Catalyst has delivered operational efficiency and repeatability through automation as well as unified dashboards that provide operational insights. Its adoption by WP Engine application teams has been strong. So far, 16 teams with about 80 concurrent users managing 32 applications and services are working on the platform. WP Engine wants to transition to the platform all its teams, which are spread among two sites in the United States, one site in Ireland, one in Poland, and numerous work-from-home employees. The software delivery platform has already been used to streamline the release of 14 applications, with seven more in the pipeline. All applications on Catalyst use mutual authentication for secure communications among internal services, functionality that WP Engine did not have before.

About 20 teams are using the GitOps framework for best practices in infrastructure automation, increasing the consistency that WP Engine targeted. Catalyst has further enabled automated enforcement of three security policies, with a half dozen more in planning.

The Catalyst team surveys new users after onboarding, and the reaction has been very positive. "It lets our team focus more on the application (development) and less on the infrastructure," noted one respondent.

The software development platform embodies the WP Engine core value of being built for growth, offering a foundation for scalability and flexibility as the company's needs change.



It lets our team focus more on the application (development) and less on the infrastructure."

-WP Engine application developer/team member



## Working with Google

WP Engine and Google have a strong partnership. The teams meet weekly and share feedback, and Google team members have provided architecture reviews for Catalyst. The WP Engine and Google development teams have aligned their roadmaps, and the Catalyst team praises Google's commitment to helping resolve problems.

To learn more about WP Engine's successful project, [check out this video](#).



## Winner

# Most improved documentation quality

Recognizes successful integration of DevOps into the workflow using Google Cloud tools

## About

[Clover](#) offers cloud-based point-of-sale tools for small and medium businesses including hardware and software. Owned by Fiserv, Clover processes billions of dollars in card transactions annually.

## Challenges

Clover has grown exponentially as stores and restaurants have embraced its [Android](#) point-of-sale payment solutions. Since its founding as a startup in 2010, the company has transformed as a result of rapid growth and being acquired in 2012 and 2019.

These changes stressed Clover's development processes. Clover's constraints included monolithic architecture and challenges bringing new on-premises servers online fast enough to keep pace with expanding transaction volume. Rather than event-driven systems, engineering teams implemented less-optimal solutions that took more time to support and slowed the delivery of value to customers.

## Objectives

Clover set out to modernize, move to microservices, and achieve resource elasticity with cloud infrastructure through Google Cloud. The company also aimed to quicken its release cycle, better positioning itself to compete with startups in the payment-processing industry and bolster its market leadership.

Clover went through Google's [DORA assessment](#), an evaluation of its DevOps processes against key benchmarks. Deeper investigation revealed that the team resisted more frequent updates because Clover engineers worried about the potential for bugs and for updates to burden users.

Out-of-date documentation, a result of rapid growth, was a major cause of uncertainty around deployments. So improving documentation became a key objective to drive faster release frequency.

## Solution

Clover's team identified several ways that stronger documentation could support its goal of faster deployments.

- Removing outdated information and adding documentation where it did not exist helped speed up coding and decrease quality problems.
- With better documentation, new engineers reached productivity sooner and the team was more efficient.
- Troubleshooting issues before they entered production became easier, and this helped the team focus on creating more value.

Some of the specific improvements included documentation reviews, efforts to communicate with users affected by changes, and resources to help internal customers with questions. Development workflows now include steps that promote stronger documentation such as architecture templates and records in GitHub for version tracking and visibility. The team also provides video demonstrations, walkthroughs and recorded screenshares.

Engineers established a Slack channel where they support users across the business and geographies. This surfaces gaps and weaknesses in documentation that can then be addressed.



Clover created *Documentation Fridays* which are used by the entire team to address the backlog of documentation needs. This demonstrates the priority the company places on good documentation by giving team members adequate time to produce high-quality, current information.

## Results

Clover has moved from widely spaced deployments to most of its teams being able to release at will. **Most teams are putting new code into production code every few days and some teams do so multiple times a day.** This is also backed by greater confidence in code quality and user experience.

The wider benefit is a cultural shift at Clover in which DevOps feels jointly responsible for the full spectrum of both development and operations. More support is in place in terms of automation that reduces manual work, knowledge resources, and team members to guide others.

“Engineering teams are now equipped to build products that serve our customers in far less time than ever before,” Clover leadership notes. “Engineering teams are empowered to run as fast as they can and deliver products for our customers as fast as they can in ways that our customers need them,” notes Rishi Malik, Clover’s Vice President of Platform Engineering.

Accompanying these changes are greater self-service capabilities through automation and improved [site reliability engineering](#) (SRE). That frees the platform team to focus on building products, including internal tools that support other engineering teams, rather than dealing with manual chores and production issues.

Together these shifts have enabled Clover to scale more effectively by being more efficient. “Instead of needing to add more DevOps engineers, we can actually add more product teams. We can build more in ways that directly give customers value because we have internal systems that can support more engineering teams than they could before,” Clover leadership notes.



Engineering teams are **empowered** to run as fast as they can and **deliver products** for our customers as fast as they can in ways that our **customers need them.**”

-Rishi Malik, Clover’s Vice President of Platform Engineering



## Working with Google

Clover collaborates closely with the Google Cloud team through weekly meetings and via a shared Slack channel for quick support and weekly meetings.

To learn more about Clover Network’s successful project, [check out this video](#).



# UKG

## Winner

## Reducing burnout during Covid-19

Recognizes effective processes to improve work/life balance, foster a healthy DevOps culture, and ultimately prevent burnout

### About

[UKG](#) provides human resources, payroll, and workforce management cloud solutions. It was formed in 2020 through the merger of Ultimate Software and Kronos Incorporated. The company serves more than 70,000 organizations.

### Challenges

With a culture based on the slogan “*Our purpose is people,*” UKG helps its customers create positive workplace experiences for all people. The company has put this guiding idea into practice with its own staff and has won numerous awards for being a great place to work, including ranking on the Forbes 2022 America’s Best Large Employers list.

Global workforces are changing at an unprecedented rate, with employee turnover skyrocketing due to burnout, staff working remotely, and added stresses from the COVID-19 pandemic. UKG’s Life-work Technology approach to solution design aims to help organizations support the unique needs of each person and allow individuals to work in a way that helps them thrive both at work and in life.

One example is the UKG Dimensions workforce management solution, which supports more than 1,500 organizations around the world. The platform uses artificial intelligence and machine learning to empower employees throughout timekeeping, scheduling, payroll, and other administrative processes on a unified interface.

UKG understands the need to continuously evolve to meet changing employer and employee needs. This demands modern, streamlined technology delivery and high service reliability.

### Objectives

To support this drive, UKG’s technology team set out to embrace DevOps, a mindset and set of practices that speed up software delivery, increase service reliability, and strengthen IT organizations.

“The reality is that the rules of work are being rewritten, and we wanted to be part of rewriting those rules rather than just reacting to what’s happening with so much uncertainty,” says Cecile Leroux, Group Vice President of Research & Innovation at UKG. “This need to be incredibly adaptive led us to really wanting to take a DevOps approach. How do we implement Life-work Technology internally as well as for our customers? One of the things we recognized was we had to be hyper, hyper aware of whether individuals were nearing burnout.”

### Solution

To achieve its goals, UKG designed key changes to enable more frequent and less complex delivery of updates, reduce downtime, and improve time-to-value for customers.

In 2021, the company rehosted its services to Google Cloud. Using DevOps practices, it migrated legacy monolithic applications that hold 10 petabytes of data and serve thousands of enterprises.

By the end of 2021, UKG was moving away from manual processes and set cloud-native goals to adopt universally by the end of 2022. These called for self-healing systems, horizontal autoscaling, zero-downtime upgrades, multiregional availability, and native managed services at the optimal levels.

UKG adopted “cloud-native attributes and capabilities that would actually support decoupling our releases from the development lifecycle so we could accelerate and bring more value to our customers,” Leroux explains.

## Results

UKG has seen dramatic impact from moving its flagship solutions to Google Cloud, including accelerated troubleshooting, cost savings, disaster recovery capability, and faster release cycles. Leroux says, “The most important benefit that we found... [was] to reduce downtime significantly and add resilience to our overall delivery. So, being able to do continuous integration, continuous delivery.”

Among the results:

- Maintenance window decreased from 36 hours to three
- Customer defect backlog fell by more than half
- Incidents affecting multiple customers simultaneously dropped by 80 percent
- Average time to resolve a defect decreased by 59 percent
- Engineering time per case declined by 72 percent

Rapid deployment of COVID-19 vaccination verification and contact-tracing processes to Dimensions exemplified how moving to Google Cloud helped UKG become more nimble and help employers swiftly address new requirements forced by the pandemic. This took weeks instead of months or quarters.

The changes have supported innovation at UKG. The company invested in artificial intelligence and machine learning to enhance the ability of Dimensions to detect signs of employee burnout and identify employees at risk of quitting.

UKG wants to help organizations understand the factors that contribute to burnout so they can limit it. Giving employees tools that provide greater control over their own schedules is one preventive approach. Because Dimensions uses AI to evaluate time-off and shift-swap requests, the platform enables workers to manage their schedules in real time.

With Dimensions, managers can also understand the larger context by seeing how often a person is taking time off, if their time off has been approved or rejected, and how much overtime they may be working—not just for a given pay period but across a long stretch of time. It’s important for an organization to be able to do this at scale across tens of thousands of employees. These capabilities may have contributed to the 38 UKG customers that made the Fortune 100 Best Companies to Work For list in 2022.

With increased agility from cloud architecture, UKG anticipates increasing the scale of Dimensions by 60 percent and tripling the API call volume it can handle by the end of 2022.

UKG development teams in Massachusetts, Florida, and India executed the project while working remotely. UKG worked to ensure its teams were able to manage consistent output without overtaxing individuals.

## Working with Google

UKG worked collaboratively with Google Cloud, including partnering across all UKG product areas from migrations to fully managed services and AI/ML. UKG drew on Google Cloud’s expertise in domains including customer engineering, technical support, product teams, and the professional services organization.

To learn more about UKG Group’s successful project, [check out this video](#).





Google Cloud



## Winner

# Utilizing IT operations to drive informed business decisions

Recognizes use of DevOps best practices to break down silos between development and operations teams

## About

[Broadcom Software](#), part of Broadcom Inc., is a world leader in business-critical software that modernizes, optimizes, and protects the world's most complex hybrid environments. With its engineering-centered culture, Broadcom Software offers an extensive software portfolio that enables scalability, agility, and security for its customers.

## Challenges

Broadcom Software's industry-leading infrastructure and security software covers AIOps, cybersecurity, value stream management, DevOps, mainframe, and payment security applications. Many of the world's largest companies and organizations use these products and SaaS services.

Because of Broadcom's history of acquisitions, its software solutions were a mix of architectures, built with different technologies and methodologies, running in multiple public and private clouds, and operated uniquely.

These disparities presented challenges, including inefficient workflows with manual interventions, friction in software deployment, and cost burdens in infrastructure and support.

## Objectives

To provide more value to customers, Broadcom Software's team had several objectives, including:

- Standardize and automate the deployment process
- Simplify the infrastructure footprint
- Optimize resources
- Consolidate the number of technologies

More broadly, the company sought to drive synergies across its software product groups, to scale more effectively, and to optimize its technology stack. A transformation would open greater opportunities for product teams to focus on building superior products and innovating.

Broadcom Software's philosophy is that DevOps is a culture that fosters innovation and collaboration, improves efficiency and productivity, and eliminates friction across development and operations teams. DevOps is a combination of processes and tools that enables teams to deliver quality and secure code with high velocity.



We believe that DevOps is a culture that **fosters innovation** and **breaks barriers** between development and operations teams, **improves efficiencies**, and **increases productivity.**"

-Ganesh Janakiraman, Senior Director of SaaS Operations and Delivery at Broadcom Software

## Solution

Broadcom Software embarked on a transformation journey to deliver its software with Google Cloud. This entailed several key changes:

- Implementing cloud-friendly microservices architecture
- Modernizing applications with containerization
- Orchestrating containers with the Kubernetes system

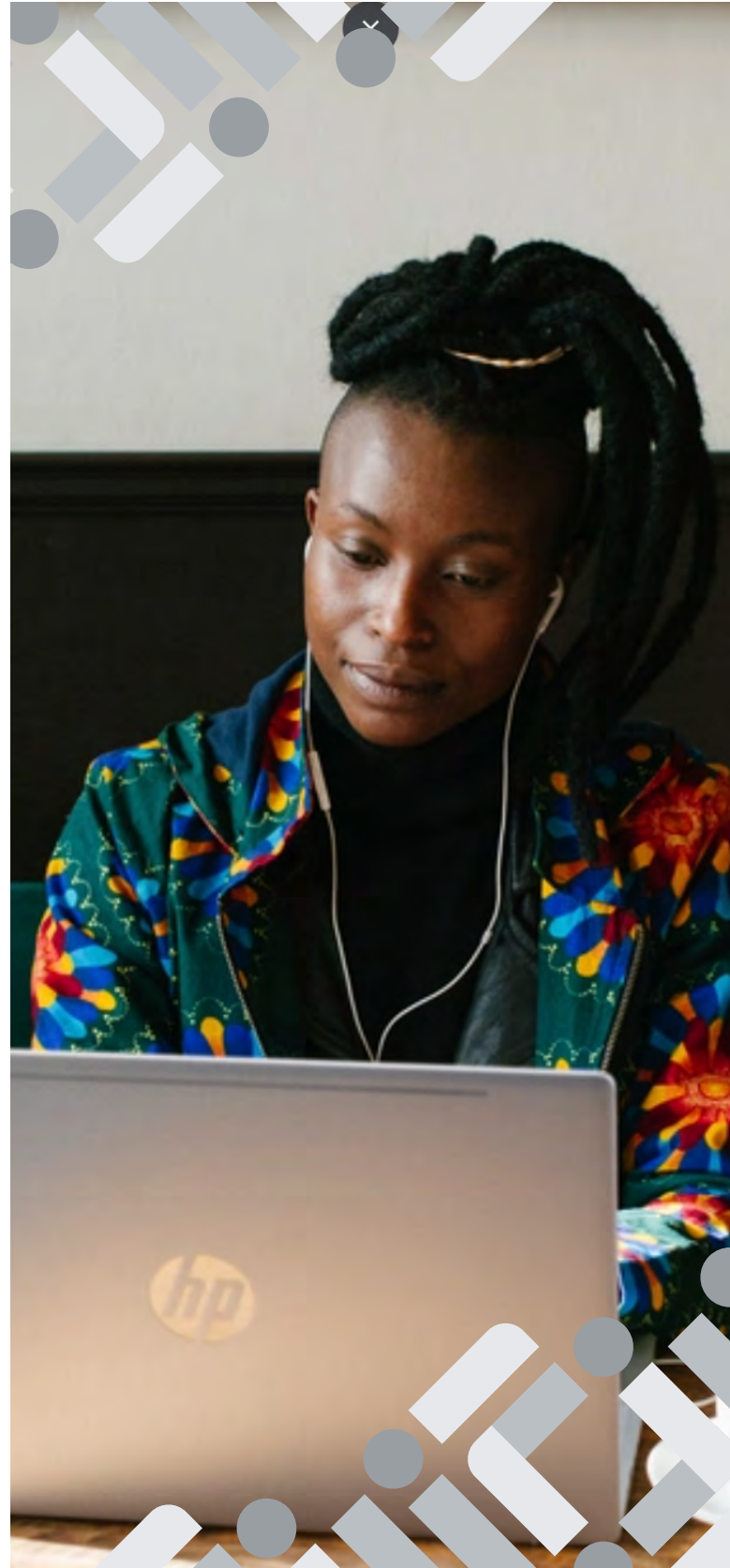
Executing this plan required migrating several petabytes of data and unifying diverse technology stacks running in data centers around the world and in multiple public clouds. These were consolidated in [Google Kubernetes Engine](#) (GKE) on Google Cloud, a managed environment for containerized applications that offers autoscaling.

The team worked with more than 80 applications and services to refactor their code to microservices architecture and containerize them. Standardization through containers and Kubernetes for orchestration in Google Cloud was possible for almost all. Some team members resisted the change initially, but product champions and leadership effectively articulated the vision and the benefits of the change.

Another dimension to the transformation was adopting common DevOps practices across the product teams. This included tooling, CI/CD pipeline, and security provisions.

Broadcom Software designed and built network infrastructure to migrate the data quickly and cost-effectively. This included a fully automated continuous delivery pipeline so developers could deploy code to any target environment with integrated change management and security scans.

The project's complexity was compounded by the variety of security and compliance needs for Broadcom Software's products. Applications had to meet privacy and security regulations under the Payment Card Industry Data Security Standard ([PCI DSS](#)), Federal Risk and Authorization Management Program ([FedRAMP](#)), and SOC 2, a voluntary standard that specifies how to manage customer data.



## Results

The project allowed Broadcom Software to achieve multiple wins across software divisions, including:

- **Faster deployments.** The company gained the ability to deploy anytime, anywhere using the common CD pipeline, enabling faster delivery of products with no manual intervention. On average, Broadcom Software is **deploying more than 6,500 times a day across multiple environments.** Developers are able to get more incremental changes to their customers faster.
- **Streamlined footprint.** The company moved from 60 different data centers worldwide into 27 [Google Cloud Regions](#) and points of presence for a significant reduction in infrastructure.
- **Computing resource optimization.** Adoption of containers and a standard GKE-based platform with features like node and pod autoscaling helped optimize resources significantly. For example, Broadcom Software's Clarity PPM software now uses fewer than 100 nodes, down from more than 6,000, as a result of product optimizations done for the move to Google Cloud.
- **Increased profitability.** The number of people needed to run Broadcom Software's SaaS has been reduced by 70 percent due to standardization, allowing the team to focus on new innovation projects. This has translated into a significant increase in profitability for several product suites.

Moreover, Broadcom Software has made important strides as an organization as a result of embracing DevOps.

"We believe that DevOps is a culture that fosters innovation and breaks barriers between development and operations teams, improves efficiencies, and increases productivity," remarks Ganesh Janakiraman, Senior Director of SaaS Operations and Delivery at Broadcom Software.

As Broadcom Software progressed through its transformation, some similarities across products became apparent, and this opened other avenues to greater efficiencies. For example, teams were able to adopt common practices in observability—monitoring, metrics, alerting, and logging. Janakiraman comments, "We were surprised to see the amount of commonality that was there that we could leverage and make this whole process more efficient."



**We were surprised to see the amount of commonality that was there that we could leverage and make this whole process more efficient."**

-Ganesh Janakiraman, Senior Director of SaaS Operations and Delivery at Broadcom Software

## Working with Google

Broadcom Software partnered with Google Cloud to deliver Broadcom's cloud-first software with speed, scale, and efficiency. The company is building a comprehensive portfolio of industry-leading, business-critical software, and Google Cloud is a trusted partner on this journey. The two companies worked together at multiple levels, from executives to product managers, platform leads, support teams, and operations.

Broadcom Software says its initiatives pushed the boundaries of GKE and other managed services. The company worked with Google Cloud to test new features for issues it identified and praised Google Cloud for its responsiveness. Janakiraman concludes, "It's fair to say that without Google Cloud we wouldn't have been able to accomplish what we did over the last few years."

To learn more about Broadcom Software's successful project, [check out this video.](#)



# UKG

## Winner

# Driving inclusion and diversity in DevOps

Recognizes diversity and inclusion initiatives for their organization to transform their business, or unique solutions to help build a more diverse, inclusive, and accessible workplace for your customer, leading to higher levels of engagement, productivity, and innovation

## About

[Ultimate Kronos Group \(UKG\)](#) provides workforce, payroll, and human capital management (HCM) cloud solutions. It was formed in 2020 through the merger of Ultimate Software and Kronos Incorporated. The company serves more than 70,000 organizations.

## Challenges

As the issues of racism and systemic bias have moved to the forefront, stakeholders are holding organizations accountable for advancing diversity, equity, and inclusion (DEI). Businesses recognize that diversity is not just a moral imperative but critical to retaining and cultivating talent. Inclusive workplaces—and those that create a strong sense of belonging—foster collaboration, innovation, and customer empathy.

But scaling diversity initiatives across large organizations can be challenging, and some companies struggle to progress from intentions to results. Barriers may exist as a result of systemic bias, and dismantling them is often not straightforward.

Organizations are seeking tools that help embed the values of diversity and inclusiveness more deeply and accelerate culture change. They look for solutions to help design and implement policies that will demonstrably support their goals. Diversity touches on race, ethnicity, gender, sexual orientation, disability, age, and other characteristics. Achieving greater inclusiveness requires sensitivity and persistence.

## Objectives

Under the slogan “*Our purpose is people,*” UKG has looked for ways to advance its own diversity and equity mission and help customers achieve greater progress in their organizations with UKG solutions.

Since its founding merger in 2020, the company has set out to amplify its impact in meaningful ways including with its technology workforce. UKG has sought to promote learning, mitigate bias, hire diverse talent, and create accountability. It has also made a commitment to combat the gender pay equity gap.

Moreover, UKG has pledged to help its customers do the same by investing in technology that supports diversity, equity, and inclusion. One key component of its [Life-work Technology](#) approach to solution design is striving to help employers demonstrate their genuine commitment to making all workers feel that they belong and can bring their authentic selves to work every day.

## Solution

UKG has worked to fulfill its vision in multiple ways. Its product design process for its [UKG Pro](#), [UKG Dimensions](#), and [UKG Ready](#) solutions emphasize accessibility and help customers build diverse teams.

Meanwhile, UKG has focused on building its own globally diverse workforce—with development teams in Massachusetts, Florida, and India—on the backbone of DevOps practices. The company views technology as a way to enforce and support diversity and help people achieve their maximum potential.



In 2021, the company hired renowned technologist Brian Reaves as its Chief Belonging, Diversity, and Equity Officer. His vision was to lead and expand existing initiatives while working to expand a culture built on trust, fairness, and equality. Reaves ensures that DEI is part of UKG's solutions.

Cecile Leroux, Group Vice President of Research & Innovation at UKG, says, "Belonging, Diversity, and Equity (BD&E) is a business imperative for UKG. To provide solutions that have an impact for our customers, we need to be intentional about having goals to build a UKG workforce and product organization that reflects the ethnic and cultural diversity, gender diversity, and generational diversity of our customers and their people."

Reducing bias in manual processes and decision-making is another way that technology drives diversity. "UKG sees diversity and inclusion as more than a seat at the table. It's a voice at the table—a unique voice that's listened to, respected, and deemed valuable," Leroux notes.

## Results

The drive for diversity has no end point, but UKG's investment has had significant impact. In 2022, the company earned 100 percent on the Corporate Equality Index, a benchmark for LGBTQ+ workplace equality, its second consecutive year with a perfect score.

UKG also received a perfect score on the [Disability Equality Index](#). In addition, it has won awards as a best company for women and is ranked on the Forbes 2022 America's Best Large Employers list.

The company has strengthened its operational frameworks as a software developer to ensure its solutions are always making strides toward meeting the needs of all people.

For example, UKG Pro's mobile app allows visually impaired individuals to obtain their paychecks and other HR information through their phone's native voiceover assistant, an often overlooked but essential capability that impacts employees' lives inside and outside work.

"We actively promote DEI product solutions and enhancements, and we foster partnerships within UKG with our extensive employee resource groups," Leroux explains. "We're able to combine our UKG expertise with feedback from our customers to ultimately create better products that have an even bigger difference."

With its own workforce, UKG has refined its talent acquisition processes to further promote diversity including by making sure its interview candidates are more representative. The efforts have resulted in a doubling of the number of women technologists at UKG. Leroux says, "To be successful, this emphasis has to be authentic, it has to be true."



UKG sees **diversity** and **inclusion** as more than a seat at the table. It's a voice at the table—a unique voice that's listened to, respected, and deemed valuable."

—Cecile Leroux, Group Vice President of Research & Innovation at UKG

## Working with Google

Collaboration between UKG and Google Cloud is built on communication, flexibility, and a shared passion to foster strong corporate cultures around DEI, UKG says. At the start of the engagements, the Google Cloud team brought in thought leaders to meet with UKG executives to ensure alignment.

To learn more about UKG Group's successful project, [check out this video](#).



## Winner

# Accelerating DevOps with DORA

Recognizes successful integration of DORA practices and guidance into their workflow using Google Cloud tools

## About

Founded in 1870, [Deutsche Bank](#) is Germany's leading bank and a global financial services provider to companies, governments, institutional investors, small- and medium-sized businesses, and individuals.

## Challenges

More than 150 years old, Deutsche Bank is a complex business with operations spanning some 58 countries and layers of legacy systems. The company's 30,000-strong technology, data, and innovation organization mirrors the complexity of the bank as a whole. Across its nine divisions there is wide variance of maturity, technology stack, importance to revenue generation, future orientation, and application size.

Leaders decided to introduce Google's [DORA framework](#), a benchmarking process based on data from more than 32,000 participants, to enable cultural change and to drive superior DevOps performance at the bank. This required tailoring the DORA process for individual teams while still capturing divisional insights and developing an approach that met future-use ambitions.

## Objectives

The organization's technology, data, and innovation objectives for DORA implementation revolved around cost reduction in multiple ways:

- **Engineering capability** - A previous strategy of outsourcing to contractors degraded internal practices and increased costs for the maintenance of legacy systems.

- **Service stability** - Availability and reliability are paramount to revenue generation in the bank's key activities such as settling financial trades. Thousands of transactions occur every minute, so any period of instability or unavailability causes significant lost revenue.
- **Regulatory compliance** - System outages can prevent the bank from fulfilling its regulatory duties, such as reporting transaction data to government entities. Regulators have stringent requirements for both completeness and timeliness of this reporting and have imposed significant fines for lapses.
- **Technology** - The bank has a complex and costly IT estate. Duplicated functionality runs on expensive infrastructure with minimal automation and burdensome governance. The team sought to reduce risk, complexity, and cost while supporting innovation and growth.

## Solution

Deutsche Bank's technology organization executed DORA evaluations including 22 assessments across more than 90 teams and 1,700 respondents who collectively represented multiple billions of dollars in revenue generation for the bank.

The themes that emerged from those assessments pointed to the potential for the biggest improvements from adopting loosely coupled architecture, cloud services, and small, frequent code updates.

In partnership with Google Cloud, Deutsche Bank set out to accelerate its technology transformation. A more rapid transition to the cloud would enable the bank to improve resilience, deliver new capabilities to its customers quicker, and reduce cost over time.

DORA provided a common framework for implementing these improvements. The concepts are being rolled out top-down through Deutsche Bank's engineering and architecture manifesto to provide shared vision, and bottom-up through grass-roots initiatives such as enhanced metric reporting and widespread rollout of the DORA capability assessment.

Under this program, the bank will migrate 1,400 core applications to the cloud over five years and is focused on increasing technical self-sufficiency and incorporating core practices such as stronger DevOps and SREs.

## Results

Evidence of the impact has been striking. One early-adopting team increased its release frequency by threefold and achieved a 40 percent reduction in incidents over the first three quarters of 2021. Another team sped up deployment by 60 percent and reduced incidents by 9 percent. Adoption of DORA by two lines of business in the risk, finance, and treasury function yielded early cost savings of EUR 500,000.

Deutsche Bank has found that higher DORA performance scores correlate to faster release cycles, and these teams are affected by –and cause – fewer incidents.

Alignment with DORA is enabling the bank to undertake large changes while maintaining technical and compliance controls and achieving consistency and velocity in its DevOps practices. Deutsche Bank targets frictionless development so it can focus resources on innovation and new functionality.

Automation will underpin these efforts. Other benefits include streamlined workflows, reduced staff costs, stronger teamwork, and enhanced shared knowledge.

By 2025, the bank is targeting “high status” for critical applications including:

- Lead time of less than a day
- Change failure of less than 15 percent
- Cycle time of less than a day
- On-demand deployment frequency
- MTTR of less than an hour



## Working with Google

Deutsche Bank and Google worked together to implement DORA at the bank. Initially, the two organizations created a lightweight version of the DORA assessment to demonstrate utility among a small group of Deutsche Bank participants.

Google then supported the bank on an initial pilot of a full DORA assessment. That produced insights on how to deploy DORA at scale across Deutsche Bank teams including with teams too small for a full assessment. That led to a “quick check” process and a train-the-trainer approach to scale delivery.

To learn more about Deutsche Bank's successful project, [check out this video](#).



# Schlumberger

Honorary Mention

## DevOps dreamer

### Schlumberger

[Schlumberger](#), a leading provider of technology and services to the energy industry around the world, used Google Cloud's DORA DevOps benchmarking assessment to drive improvement in its performance.

The company's flagship technology is DELFI, a cognitive, cloud-based platform for collaboration by energy exploration and development teams. It is fully managed and connects data and applications through a SaaS model.

### DORA Drives Improvement

Schlumberger formed a global software lifecycle management team to drive DevOps work. The team set an early goal of having all its cloud-hosted products and services achieve a "high" performance rating under the DORA benchmarks. Since 2020, Schlumberger has gone through three rounds of DORA assessments with the most recent generating more than 1,000 responses from 61 development teams across its global technology centers.

The capabilities that product teams considered the most important to upgrade were test automation, continuous delivery, monitoring, and continuous integration.

From the DORA work, Schlumberger product teams created 278 plans for capability improvement with 185 of those deemed actionable. Of those, 135 have been completed and 50 are in progress. This has resulted in a doubling in the number of products that have risen at least one level in the DORA performance categories of low, medium, and high.

Schlumberger's continuous improvement process supports advancement in its cloud-native analytics applications. These empower customers to make critical business decisions by extracting greater value from their data such as seismic and wellbore interpretation.

To learn more about Schlumberger's successful project, [check out this video](#).

Utilizing DevOps capabilities of **continuous assessment** has allowed us to reach **higher DORA** performance categories.





## Honorary Mention DevOps dreamer

### Smartsheet

[Smartsheet](#) is a SaaS platform for collaborative work management. Its Brandfolder subsidiary is an enterprise application for managing digital marketing assets.

In early 2021, Brandfolder by Smartsheet launched a six-month effort to migrate to [Google Kubernetes Engine](#) on Google Cloud. This was also a shift to cloud-native technologies and DevOps practices while leveraging Google Cloud managed services. In addition to the managed aspect of these services, horizontally scalable infrastructure and serverless infrastructure have provided a path toward largely hands-off operations.

### Going cloud-native

One of the biggest changes required to implement the move was organizational. The Brandfolder team needed to form cross-functional squads and create an on-call rotation to support the new system. The organizational changes fostered greater ownership and led to a nearly 50 percent month-over-month reduction in incidents.

Since the migration, Brandfolder has maintained 99.99 percent platform uptime, all while scaling for 5–10 times growth in users, files, storage, and other metrics.

The embrace of cloud-native technologies has enabled Brandfolder to accelerate its roadmap using Google services such as [Cloud Armor](#), [Cloud CDN](#), [Cloud Run](#), and [Cloud Load Balancing](#).

Using Google’s managed services has benefited Brandfolder by making scaling easier, reducing its team’s workload, and controlling costs. For example, Google [Pub/Sub](#), the scalable queuing system that ingests and distributes data at high speed, offers simpler implementation and lower costs as well as “the ability to ignore scalability concerns with the infrastructure,” Brandfolder notes. “Pub/Sub provides peace of mind that we don’t need to monitor capacity and utilization metrics.”

To learn more about Smartsheet’s successful project, [check out this video](#).

The organizational changes fostered greater ownership and led to a nearly **50 percent** month-over-month reduction in incidents.



## Honorary Mention DevOps dreamer

### ANZ

The [Australia and New Zealand Banking Group Limited](#) is an Australian multinational banking and financial services company. It is Australia's second-largest bank by assets and third-largest bank by market capitalization.

In 2019, the bank commenced its ANZx transformation program for building a “digital native” banking experience from the ground up. To support this drive for greater agility, the bank needed fast, resilient, and responsive technology. ANZx included initiatives aimed at simplifying its platforms, modernizing and upgrading technology, and creating an engineering-led culture to power its transformation.

In 2022, the ANZx team successfully launched its new banking proposition “ANZ Plus” to the market.

### Speeding Up Deployments

In a traditional bank, new features would take months or even years to plan and implement due to an extremely complex technology environment. ANZx aspired to do much better. With the speed and objectives ANZx was pursuing, the team needed to move much faster.

The team built ANZ Plus on Google Cloud and embraced a cloud-native approach from the very beginning.

The ANZx team started by partnering with Google and conducting DORA assessments to map the release process and understand the causes of the bottlenecks. By methodically targeting improvements on the release process of a service, it was able to achieve faster deployments.

**Lead time for code changes decreased from three months to less than a week.** Other teams have now adopted the same improvements, increasing the scale of the impact.

ANZx engineers also built a new software product called Fabric on Google Cloud. This enables rapid delivery of new features in a secure, highly scalable environment. This agile capability, combined with best-of-breed third-party solutions, makes it possible for ANZ Plus to quickly offer its customers simple, seamless interactions.

The ANZ Plus mobile app updates daily and the team **deploys new code on the backend multiple times a day**. This speed and ease are then passed on to customers. In fact, the ANZ Plus team has reduced the time to join the bank and open an account to just minutes.

Methodic targeting of **improvements on the release process of a service, decreased lead time for changes to less than a week.**

## Conclusion

If you are curious to benchmark your organization's software delivery performance, you can take the [DORA DevOps quick check](#). This looks at aspects of software delivery such as deployment frequency, lead time, time to restore, and change fail rate. The five-question, one-minute assessment will show you in which quartile your team ranks, from low to elite performance.

You can then dig deeper to find out the capabilities that are most important for organizations like yours to work on based on the data-backed findings of DORA research. Further assessment will help you prioritize which you should focus on first.

**The DevOps award winners featured here worked closely with Google Cloud teams to overcome challenges and accelerate their DevOps journeys. If you'd like to take the next step, we invite you to explore the [DORA research program](#).**

